



Worldwide Customer Service

## **ENTERPRISE MAINTENANCE MODEL ESCALATION CONTACT LIST VOICE / DATA SERVICES**

<b><u>Level</u></b>	<b><u>Contact</u></b>	<b><u>Number</u></b>
<b>1</b>	<b>Maintenance Network Engineer</b>	<b>866 305-5164</b> Out pages (24 X 7)
<b>2</b>	<b>Maintenance Manager</b>	<b>866 305-5164</b> Out pages (24 X 7)
<b>3</b>	<b>Maintenance Operations Manager</b>	<b>866 305-5164</b> Out pages (24 X 7)
<b>4</b>	<b>Maintenance Operations Director</b>	<b>866 305-5164</b> Out pages (24 X 7)
<b>5</b>	<b>Michele Melton - Service Vice President</b>	<b>866 305-5164</b> Out pages (24 X 7)
<b>6</b>	<b>Courtney Lewis Maintenance Vice President</b>	<b>866 305-5164</b> Out pages (24 X 7)

**Note: Escalation requests left on 'escalation line' voice mailboxes will be responded to in 30 minutes or less. All times should be expressed as Central Time.**